

FISCAL PRACTICES MANUAL

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(Updated: 6/22/2006)

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RAPWEB PURCHASE ORDERS

Assign Coding

It is the field office staff responsibility to assign correct coding to consumer purchase orders. Be sure to use the most updated RAPWeb Codes list which is located on the RAPWeb Home Page. Be as accurate as you can when assigning coding. Pay special attention to the Object and Subobject codes as it is easy for forget there are 6 possible codes and not just the 2 most common codes.

Also pay special attention to the Reporting Category code, especially at the end of a FFY. This most often becomes a problem when staff use the Copy feature in RAPWeb and do not correct the Reporting Category on the copied order.

Maintain Purchase Orders

It is DVR Field Office staff responsibility to maintain all purchase orders, from the time they are requested until they are completely liquidated.

Receiving: Monitor your purchase orders regularly and communicate with your Counselors to determine if any services can be recorded as received.

Invoicing: Assure that invoices are received from vendors for your purchase orders. If you find an invoice marked "In Process" that has been in that status for some time, look into it further before calling the CCP to see why it hasn't been paid.

- Look to see if the CCP has received it. You can see this by looking in the status information on the invoice. If it was received in the field office and sent to the CCP, be sure it arrived there which is evidenced by a CCP staff person's name in the "Status changed by" field. You can also check the Routing History.
- If the CCP didn't receive it, get another invoice from the vendor and let the CCP know when you FAX it so it can be processed right away and not have to wait another 23 days to be paid.
- If the CCP has received it but it hasn't been paid, check to see that the receiving is completed, or that the vendor has completed a W-9 form, or if there is another problem that you can help with.

Cancelling: Monitor your purchase orders routinely to see if any can be cancelled. **Don't cancel a purchase order just because the invoice hasn't been sent.** This causes a problem because the vendor hasn't received their payment and the vendor usually discovers this at a later time which causes more work for both DVR field staff and CCP staff. If the vendor hasn't sent an invoice, contact the vendor to obtain one.

To-do List: Use your to-do lists in RAPWeb. This is a good tool to determine if there are purchase orders that need your attention.

WISARD Report: Another tool that will help to manage purchase orders is the Open PO Report by Email Recipient located on the DVR Home Page under WISARD reports. It will give you additional details for all your open purchase orders.

Vendor Contacts

If a vendor contacts the DVR field office with a question, it is the field office's responsibility to handle these questions. They should not be referred to the CCP. It is the responsibility for the DVR field staff to be the liaison between the CCP and the vendor and respond to all questions regarding payment, status of payment, etc. on a consumer purchase.

A frequent question is what information is included on the check stub to the vendor. This information is:

- Remittance Advice
- Invoice #
- Invoice Amount

Vendor Database

When a new vendor is entered into the DWD vendor file, it is reviewed/approved by ASD Vendor file contacts within one day. Orders cannot be approved for that vendor until the vendor is approved by the Bureau of Finance.

When the review occurs, a W-9 form is automatically sent to the vendor. Payments cannot be approved until the W-9 form is completed and returned from the vendor. This is a DOA requirement.

DVR staff can assist with the W-9 process in some cases by explaining this process to the vendor or by providing a vendor with this form if they did not receive the automatic one.

For questions regarding vendor issues with the Vendor Database, send an email to: DWD ASD Vendors.

DVR Vendor Type

Our consumers are entered into the Vendor Data Base as a DVR Vendor Type of Consumer. If they receive payment as a vendor, they must stay as a vendor in the Vendor Data Base so the Department can report necessary information to the IRS. Because we are not able to do a Direct Payment to a Vendor, we need to temporarily move the DVR Vendor Type back to Consumer just long enough for the Direct Payment to clear. The CCP Unit will handle this process so there is no affect on DVR Field Staff.

If our consumer also receives some other type of payment from the Department, (i.e. TAA, WC, Travel Voucher, etc.), those payments cannot be approved if the DVR Vendor Type is Consumer. In order to process those payments, the DVR Vendor Type has to temporarily be moved from Consumer to None. This is done by the RAPWeb Coordinator so there is no affect on DVR Field Staff for this temporary change.

Purchase Orders for Closed Cases

Purchase Orders can be created or changed within 365 days after the case has been closed in IRIS. It is not necessary to re-open an IRIS case in order to process an invoice, if that case has been closed less than 365 days ago.

RECEIVING

What is Receiving

It is DVR field staff responsibility to verify the service was provided to the consumer. This is called "receiving" in RAPWeb. DVR must document details as to how we know the service was provided. This does not mean that DVR must get receipts in all cases. Each service will be determined differently as to how we know it has been provided.

A comment verifying how we know the service has been provided must be entered in the Receiving area of RAPWeb before an invoice will be approved. Examples of an appropriate comment are:

- Report has been received from the Vendor.
- Consumer verifies receipt of clothing.
- Counselor has seen equipment at consumer's home.

Examples of an unacceptable comment are:

- Invoice has been received.
- Per request to do receiving.

The reason these are not acceptable comments is because they do not indicate any information that verifies the service has been provided to the consumer.

Receiving is Priority

Give receiving duties a high priority. Do receiving as soon as you know the services were provided. Don't wait until the invoice is received to complete receiving in RAPWeb.

The offices that do the best job with receiving are those that have set up a process to have the consumer inform them when service is completed and the receiving is done before the invoice is received in the CCP.

Another method for completing receiving is to use the Review Date on the Purchase Order to enter the earliest date receiving can be completed. Use the Open PO Report by Review Date located on the DVR Home Page under WISARD Reports to monitor purchase orders that can possibly be received by using the Review date.

However, if you haven't done receiving and you have an email from CCP, act on it as soon as you can so payment isn't delayed. This is extremely important on large invoices with multiple orders on them such as the Goodwill billings. Otherwise the entire invoice will be held up waiting approval for payment. If there is a problem with the invoice that must be straightened out, you should complete an Invoice Resolution Form. (See the instructions for Invoice Resolution Form for complete instructions.)

Receiving Emails from CCP

When an invoice comes into the CCP, if the Receiving isn't completed, the CCP unit will send emails to the field office requesting Receiving to be completed. This is actually a request for field office staff to verify that the service has been received.

If an automatic email message is sent and an "Out of Office" reply message is on, the CCP staff will not receive the out of office message. If the email was not deliverable because the staff no longer has a login ID, CCP staff will not necessarily receive that message on an automatic email either.

The first email sent by the CCP staff is sent to the "Receiving To be Done By" name listed on the DVR Purchase order, also referred to as the Email Recipient. The text of the email automatically enters certain information and can be manually added to by the CCP staff.

DVR staff members are required to complete Receiving or respond to the email, within 48 hours. If receiving has not been completed within 48 hours and no response has been received, CCP staff will send a second email, which will also copy the Email Recipient's supervisor. This process will continue until receiving is completed or a response is received.

Receiving is applied by Purchase Order line, not by Invoice Number. For example, if the CCP enters Invoice #1, but can not approve it because receiving is needed. An email is sent to field staff requesting receiving for Invoice #1. CCP files Invoice #1 in a pending file for 48 hours to one week. Field staff complete the receiving. Then, Invoice #2 comes in for the same PO line. CCP will enter Invoice #2 and when they approve it, the receiving that was done for the first invoice, will be applied to this invoice. Invoice #2 will process using the receiving done for Invoice #1. When CCP pulls Invoice #1 from the pending work file to approve it, it will not process as the receiving has been used. A second receiving email will be sent for Invoice #1.

Signed Receipts

If the CCP unit receives a signed receipt with an invoice, they will indicate this in the automatic email message they send to request receiving. If the consumer has signed a receipt verifying receipt of services, DVR staff can process Receiving in RAPWeb immediately, without further research.

Reassigning Receiving Responsibilities During Absences

If staff are going to be gone for a short period of time, they should forward their emails from the CCP to someone who will handle their work while they are gone. If staff are leaving DVR, or will be gone for an extended period of time, the Email Recipient on their purchase orders should be permanently changed.

Forwarding emails in Outlook

- Select Tools & Out of Office Assistant.
- On Out of Office Assistant form, select "I am currently Out of the Office".
- Also select Add Rule button.
- On the Edit Rule form, enter DWD ASPRAPID in the From text box.
- Check Forward and enter the recipient to receive the email.
- Click "Check Names" button.
- Select the OK button on Edit Rule form.
- Select OK button on Out of Office Assistant form.

Change Message Receiver in RAPWeb

All staff are able to view orders on the Change Message Receiver page in RAPWeb. Orders can be re-sorted by any of the columns available. If you want orders to be transferred from one staff to another, contact the RAPWeb Coordinator (Rita Wurzer).

INVOICING

Invoices Received in Field Offices

All invoices should be sent directly to the CCP. If an invoice is received in the DVR Field office, it should be date stamped when it is received and it should be entered into RAPWeb right away. Only the header information is entered in RAPWeb and then the invoice is routed to the CCP. The invoice must be sent to the CCP Unit as soon as possible, whether or not it is being disputed.

Technical School Numbering Sequence

For all WI Technical College invoices that have invoice numbering formats similar to the following: MATC-CORP-000000000601 or WITC-SF-6000012496, only use the numeric portion of the invoice number to enter as the invoice number in the system. In the above examples, the invoice numbers would be 000000000601 and 6000012496 respectively.

Requesting the CCP to Remove an Invoice

DVR staff should not request the CCP to remove an invoice or change the "final payment" status just so the order can be changed to match the invoice. If another line can be added to the order instead of changing that order line, that is also appropriate. It's very important for the CCP to mark an invoice as Final Invoice so that the remaining funds are liquidated on the accounting records and so that the line is closed. Otherwise, too many orders remain open with a balance inappropriately.

However, if the "final payment" status needs to be changed so that a line can be increased, the CCP staff will do this when the situation is explained, and as long as the payment has not been scheduled or processed.

Emailed Invoices

Although in the future, it may be possible for vendors to email their invoices to the CCP Unit, this is not yet available to vendors. Please do not direct vendors to send invoices via email.

Payment From a Cash Register Receipt

Some vendors have specifically asked that we wait for an actual invoice before processing payment and that we not pay from a cash register receipt. Although the register receipt is an itemization, the actual invoice should be considered as the billing.

Payment From a Statement

CCP will not process a "statement" for payment unless it is clear that the "statement" is actually the vendor's invoice, and has all required invoice information. An actual statement from a vendor that lists outstanding invoice numbers will not be processed. In this case, CCP staff would contact the vendor requesting copies of the original invoices referenced on the statement. Each statement needs to be handled separately and the CCP auditor needs to make the final determination whether to pay from a statement or not.

Finalizing Order Lines

CCP can never finalize an order. CCP can only finalize a line or lines of an order. This is done when the invoice(s) are being processed. If the order line referenced has a quantity of 1, and the invoice is for less \$ than the order line referenced, CCP will select "Final Invoice". This liquidates any remaining funds on that order line. You can view whether the line has been marked as Final Invoice by looking at the Invoice History on the Purchase Order page. Go to the details and the Complete column will have a Y if it was marked as Final Invoice and an N if it was not.

The reason the CCP can finalize a line when processing some invoices is that the RAPWeb system will only allow one invoice to be paid, when a quantity of one is ordered on a line. If the invoice amount is greater than the order line amount, the CCP will not select final. This will allow DVR field staff to do a change order against the specific line if the line needs to be increased because the invoice exceeded the allowed tolerance.

Example: Order line 1 quantity 1 clothing \$20.00 & line 2 quantity 1 shoes \$50.00. CCP receives invoice for shoes @ \$40.00. When CCP processes the invoice against line 2, they would select final invoice. This would liquidate all \$50.00 on line 2, but does not liquidate line 1. Line 1 would have \$20.00 still encumbered awaiting invoice or finalization of order if clothing will never be purchased.

The only other time CCP would finalize a line is when they were instructed that the invoice was the final invoice for that line or when the total quantity ordered has been invoiced.

Partial Units

Since the RAPWeb system will not allow payments of partial units, CCP will round up all partial units (1.1 will be rounded to 2, etc.). So when receiving is completed by DVR field staff, the receiving units also need to be rounded up. CCP will only pay the actual amount being invoiced. This will affect a limited number of invoices. These will be the invoices that we are charged on an hourly basis.

Example: Order line 1 for 2 hours @\$20.00/hour. CCP receives an invoice for 1.5 hours @ \$20.00/hr, for a total of \$30.00. When CCP processes the invoice, they will process it for a quantity of 2 @ \$15.00/hr for a total payment of \$30.00. CCP would also select final invoice which would finalize the line meaning the remaining \$10.00 would be liquidated. In this case, since there is only 1 line on the order and that order line is finalized, the order then has a \$0 encumbrance.

Does CCP Read Comments?

CCP does not read comments for every situation. If receiving is completed and payment can be processed, CCP normally will not read the comments. If receiving isn't completed, or there is a problem which keeps CCP from processing invoices, CCP staff may read the comments. If there is a problem with the order, they may read the order comments. If there is a problem with a specific invoice, they may read the comments for that specific invoice.

Comments must be entered in the appropriate area. If a comment has to do with the order, the comment needs to be entered under the order. If the comment relates to a specific invoice, the comment needs to be entered under that specific invoice. Each invoice has its own comment field as does each order.

An email can be sent directly to the CCP staff person who entered the invoice to alert them to a change, new line, or other issue related to an invoice.

Tolerance Level

The current tolerance for DVR consumer payments is 25%, up to \$100.00. This tolerance level was set by DVR. The system automatically calculates if payments are within tolerance or not and will not allow CCP to process a payment that exceeds the tolerance level.

Scheduled Payment Date

The policy for the State of Wisconsin is net 30 days. This means we have 30 days to meet prompt payment requirements. The 30 day prompt payment period begins the day the invoice is received in DWD, or the day the goods are received, whichever is later. Currently, RAPWeb calculates the scheduled payment date by adding 23 days (determined by DOA) to the date entered as received

The date received is the date the invoice was received by DWD. This does not always mean the date the invoice was received in CCP. The policy is for all invoices to be sent directly to CCP. However, many invoices are received at the DVR field offices, which is then the date received by DWD. Invoices received at DVR field offices must be date stamped for this reason.

Invoices With No Order Number

When invoices are received in the CCP Unit without an order number, the CCP staff will first research and attempt to locate the appropriate order for that invoice. If the order cannot be located, CCP will send out an Invoice Resolution Form to the vendor disputing the invoice. These invoices can not be entered into RAPWeb until the order number is provided. Part of the Purchase Order agreement is that the vendor must reference the order number on the invoice. If this is not done, CCP can dispute payment, to avoid interest charges until the order number is provided.

Elements Required on an Invoice

Some elements are required on an invoice and the other elements are preferred on an invoice. The elements are:

- Vendor name and address (required)
- Vendor contact and numbers - telephone & fax
- Invoice date
- Invoice number
- RAPWeb purchase order number (required)
- Recipient (consumer name)
- Description of goods and/or services received (required)
- Remit to address
- Federal ID# or FEIN
- Dollar breakdown and invoice total (required)

The invoice must be submitted from the vendor. A copy of the purchase order does not serve as an invoice and will not be treated as an invoice by the CCP.

FAX Copies of Invoices

The original invoice should always be sent to the CCP for payment. If the original invoice cannot be located, CCP will accept copies of the original invoice or faxes of these copies. CCP prefers to have the original invoices because it reduces the possibility of duplicate payments.

CCP Contacts for Invoicing

Supervisor: Kathy Nordness (608-261-0080)

A-B:	Duane Muchow	(608-261-0078)
C-G:	Tammy Downing	(608-267-7741)
H-N:	Evelyn Cummings	(608-267-7737)
O-R:	Debbie Mews	(608-261-0075)
S-U:	Duane Muchow	(608-261-0078)
V-Z:	Debbie Mews	(608-261-0075)

FAX: (608-266-1133)

Mailing address:

Dept of Workforce Development DVR
CCP Unit Box 7904
Madison WI 53707-7904

For questions related to DVR Direct Consumer Payments, continue to contact DVR CCP or the CCP staff person that processed the payment.

MISCELLANEOUS

Refund Checks

All checks received or returned from DVR consumers or DVR Vendor payments need to be sent to:

DWD -- ASD Finance Cashier
GEF #1, Rm. G400

Or

DWD ASD -- Bureau of Finance
Accounts Payable -- Cashier
PO Box 7946
Madison, WI 53707-7946

The only exception(s) would be checks submitted with an Advance ERL. Please ensure the check is secured and submitted with the Advance ERL to DVR - CCP. The CCP staff will forward the check and adequate documentation to ASD Finance after verification of the Advance payment document has been completed.

Good cash control requires we forward all other checks received by field staff/vendors to the DWD - ASD Finance Cashier and must include a contact name, the consumer's name, the case file number and any information known related to the check that is being submitted.

Finance will be responsible for using that information to:

- Use RAPWeb to help ensure accurate coding of the refund back to the coding used in the original payment -- within the SFY/FFY coding guidelines.
- Add a detailed comment in RAPIDS/RAPWeb in the Comments on the Invoice Screen - which will include who the check was received from, check number, amount and reason for return if known, plus reference the deposit (CR) number.

Finance has also committed to creating a more useful report (using WISARD) for all DVR refunds/re-deposits. This report at a minimum, will include the Deposit (CR) reference number, the Organization coding, object/sub-object coding, Activity code, and a document number for which the payment is being returned/refunded (PO#, Voucher # or DP #). The intent is that in providing those numbers, DVR could get back to a consumer name/case file number.

Direct (Up-Front) Check To a Vendor:

This is an alternative payment option that compensates somewhat for the reduced flexibility in the use of direct payments to consumers. Before using this option, it is very important that DVR staff discuss with the consumer the advantages of using a purchase order and that we give strong consideration to buying from a vendor that will accept a State purchase order. This would simplify and expedite things for the consumer and DVR, create more resources, and it is a good business decision for the vendor. Supervisors should contact vendors that continue to refuse to accept State purchase orders to identify the vendor concerns and discuss possible solutions. Concerns and possible solutions should be shared with Central Office as appropriate.

Procedures

- Obtain an invoice from the vendor (the consumer should do this whenever possible and appropriate). The invoice should clearly state vendor name, address, FEIN, who the services are for, detailed description of the services, total amount billed, and where the check should be sent. You can accept and use an invoice that is emailed to you. Do not request and/or use a "pro Forma Invoice" from the vendor.
- Enter the purchase order in RAPWeb from the information on the invoice. Write the RH purchase order number on the invoice. Do not mail the purchase order to the vendor.
- If the total amount of the direct check request is over \$1500, follow established procedures for approvals.
- Complete a justification memo to the CCP unit detailing why this check to the vendor is for immediate release, and include the amount of the requested payment.
- Enter the Invoice Header Information in RAPWeb. The date that appears in the "Scheduled Payment Date" box will be changed when the CCP Unit processes this request.
- Verify receipt of services by doing receiving in RAPWeb and document consumer receipt of services following established procedures.
- Attach the justification memo to the invoice and fax directly to Kathy Nordness. The FAX number is 608-266-1133.
- Kathy will process the request the day it is received if received by 3 pm, otherwise it will be processed the following day.
- In order to verify that this request has been processed, you can go into RAPWeb, under "Find Invoice" and check the "Scheduled Payment Date". This date should have been changed to the date you faxed your request. CCP should process this within 8 working hours after you faxed it.
- The check will be mailed to the vendor in a couple of days after the scheduled payment date.
- Notify the consumer that the vendor has received the check.

RAPIDS User Profile

In order to have access to RAPWeb, staff must set up a User Profile in RAPIDS. This must be set up by the individual staff; it cannot be done for them. The User Profile contains a work telephone number and address. The telephone number in the User Profile is the number that is printed on the RAPWeb Purchase Order as the person the vendor can contact with questions. The address from the Requester's User Profile is printed on the purchase order as the Return Address. It is important for all staff to update their User Profile so that printed purchase orders are accurate. Although the original User Profile must be entered in RAPIDS, updates can be done in either RAPIDS or RAPWeb.

In addition to the telephone and address, the User Profile also contains Job Functions. This can be entered in either RAPIDS or RAPWeb. The Job Function designates the level of approval needed in RAPWeb. Following are the Job Functions related to the RAPWeb program and the authority level of each Job Function:

- VR/DVR Case Facilitator - create and approve a RAPWeb purchase order up to \$5,000.
- VR/DVR Supervisor - create and approve a RAPWeb purchase order up to \$25,000. (DVR assigns this level to DVR Supervisors and WDA Directors.)
- VR/DVR Central Office - create and approve a RAPWeb purchase order over \$25,000. (DVR assigns this level to upper management.)
- VR/DVR Pre-Audit - approve invoices. Cannot make changes to purchase orders. (DVR assigns this function to CCP staff.)
- Dept Wide/DVR Vendor - ability to add or change a vendor in the DWD Vendor Database. (DVR assigns this to any staff who will perform this function.)

Stop Payment/Reissue Check Request

The first thing that Field Staff should do is to verify that the check was cut and give the vendor the check information so they can review their records to see if they actually did receive the check. This information is found in RAPWeb.

DVR Staff should wait a minimum of 2 weeks from the check date before requesting a stop payment on a check. Remember that once you make the stop payment request, the original check is no longer valid.

Email your stop payment/reissue check request to DWD DVR CCP and indicate the following elements:

- Voucher #
- Voucher Date
- Check #
- Check Date
- Check Amount
- Payee

INVOICE RESOLUTION FORM

Anytime there is a problem with an invoice, or there is going to be a delay in processing an invoice, or DVR isn't agreeing with the invoice, the Invoice Resolution Form (DVR-14726-E) must be completed. This is written documentation to the vendor, and to the CCP, to explain why there is a problem with the payment or why it won't be received within 30 days. This also protects DVR from being subject to prompt payment interest charges.

Staff Responsibilities

DVR Center for Consumer Payments Staff: Responsible for filling out the Invoice Resolution form when the invoice does not reference an order number and the order could not be found through order tracking (see Order Tracking RAPWeb Help Screens), or when the invoice has already been paid.

DVR Field Office Staff: If they are disputing the payment or partial payment of the invoice, they should complete this form as they will have the specific reasons for the dispute. They should then send the form to the vendor with a copy to CCP.

Definitions

CCP	--	Center for Consumer Payments
DWD	--	Department of Workforce Development
RAPWeb	--	RAPIDS (Reengineering Acquisition, Payment and Information Disposition Systems) Web Application

Procedures

The Invoice Resolution Form was a DWD Administrative Services document, amended to meet DVR CCP needs. This form was created to meet requirements of Wisconsin Statute 16.53 Pre-Audit Procedures, Section 2 Improper Invoices. Completion of the Invoice Resolution Form stops the 30 day Prompt payment requirement and gives the vendor a chance to review and update their records if needed.

Invoice Resolution Form Instructions

The Invoice Resolution Form is located on the RAPWeb Home Page or can be found at <http://dwd.wisconsin.gov/dwd/forms/dvr/doc/DVR-14726-E.doc>.

Complete the form. The Contact Person on the form should be the person completing the form who will logically be the person to field vendor questions or comments. The Dispute Reason should include checking the appropriate box(es) and adding any additional comments, making the dispute reason(s) clear and precise to the vendor why the invoice is being disputed.

Send the form to the Vendor and a copy of the form to CCP. CCP staff will keep a copy of the Invoice Resolution Form with the invoice in an Invoice Dispute folder. CCP staff should add comments in RAPWeb on the invoice screen and should change the status of the invoice to Dispute.

When a matter has been resolved and the invoice is no longer in dispute, Field staff need to inform CCP Staff that the invoice status can be changed and payment can be processed. Just doing receiving on the service will not alert CCP that the payment can be made.

If the dispute is resolved and the invoice is paid, a copy of the Invoice Resolution Form must be filed with the invoice behind the voucher.

DIRECT PAYMENTS

All direct payments will continue to be processed by the Center for Consumer Payments (CCP), this includes entry into RAPWEB, approvals and verifications -- no exceptions. If you have any questions, you can contact your WDA Director, VR Supervisor, or Kathy Nordness.

FIELD OFFICE STAFF

The Reimbursement ERL can be found at:

<http://dwd.wisconsin.gov/dwd/forms/DVR/doc/DVR-12989-E.doc>.

1. Counselor or designee completes the Authorization letter using the Reimbursement ERL form (<http://dwd.wisconsin.gov/dwd/forms/DVR/doc/DVR-12989-E.doc>). The Expense Reimbursement Log (ERL) is on the reverse side. The authorization letter may be completed electronically or by hand. Instructions for completion follow.

Instructions for completing the Authorization Letter side of the Reimbursement ERL before giving it to the consumer.

The Counselor, or an authorized designee, must complete the following information:

- ☐ Counselor Name: *Counselor Name*
- ☐ Phone Number: *Counselor Telephone Number*
- ☐ Counselor Address: *Work address where form is to be returned.*
- ☐ Consumer SS#: *Consumer Social Security Number*
- ☐ Case Number: *IRIS Case Number.*
- ☐ Organization Code: *Organization Code associated with the Counselor.*
- ☐ Activity Code: (optional) *Use the drop down list to select the correct code.*
- ☐ Consumer Name: *Consumer Name*
- ☐ Consumer Address: *Consumer's address where the check should be sent.*
- ☐ Within the body of the letter, complete the service(s) being authorized as completely as possible. This will inform the consumer of what services DVR is providing authorization for and therefore, define which services can be reimbursed by DVR on this ERL.
 1. Dates of Authorization: *Date(s) or month(s) of service authorized, include Month/YYYY or Start Date through End Date in the format of mm/dd/yyyy*
 2. Services Authorized: ***What** service is being authorized: "miles", "meals", "other - specify", etc.*
 3. Purpose: ***Why** service is being authorized: for training, job search, job placement, etc.*

Month(s) authorized in the letter determine the month(s) reimbursed on the ERL. If the consumer is to receive monthly reimbursements, monthly authorization letters need to be given to the consumer. The time period in the authorization letter and the ERL need to match.

2. Form should be printed back-to-back, with the Authorization letter on one side of the form and the ERL on the other side of the form and should be given to the consumer prior to the date(s) of service(s).
3. Counselor or designee verifies that an IRIS case note documenting the authorization of this service has been completed.
4. Counselor or designee instructs the consumer to return the form to the counselor (or counselor's office).
5. Counselor or designee provides consumer with pre-authorized ERL form(s) and sufficient addressed envelopes to cover the month(s) of ERLs.

CONSUMER

6. Completes the ERL side of the form per the instructions provided at the bottom of the Authorization Letter.
7. Detail needed on the ERL (To be completed by the consumer or consumer designee):
 - ☐ DATE (mm/dd/yyyy): Consumer needs to log daily travel/expenses on the ERL, including month, day and year.
 - ☐ DESCRIPTION: Consumer needs to explain the purpose of the trip including cities traveled, from starting point (home), to destination(s) and return. For example:
 - ◆ "Home - to classes at *NAME OF SCHOOL*, city or street address of school - return Home";
 - ◆ "Home - to job interview at *BUSINESS NAME*, city or street address of business – return Home";
 - ◆ "Home - to job search at *BUSINESS NAME*, city or street address of business – return Home".
 - ◆ Detail in the description field provides documentation that the mileage being claimed is reasonable. It also provides detail needed in the review and approval of the travel - documenting that the consumer's travel was for services authorized.
 - ☐ PUBLIC TRANSIT (Used when service provided as a reimbursement. If bus stipend, use Bus Stipend form and follow bus stipend process). If the consumer is being reimbursed for public transportation, such as city bus, metro, transit plus, then consumer would record the dollar amount for the weekly bus pass or monthly bus pass in this column.
 1. A dollar amount paid for a monthly bus pass would be entered once on the first day of travel, with daily travel listed for each additional day of the month traveled.
 2. The dollar amount paid for each weekly bus pass rate would be listed for the first day of each weekly bus pass usage, with daily travel recorded in the lines following. For example, if Monday was the first day of travel each week - and four weekly bus passes were issued - each Monday would include the bus pass amount paid. Daily usage of the bus pass needs to be recorded for each day of use.

3. **To eliminate the need for the consumer to complete an ERL for daily travel in the use of public transportation - plan ahead and issue a Bus Stipend to the consumer for future months.**
 4. Taxicabs are not public transit. Taxicabs fall under "Other Authorized Expenses". Receipts are required. Information on "What is or is not an appropriate receipt" follows the step-by-step instructions. Cab drivers, as a practice, do provide receipts to business clients, when requested.
- ☐ TOTALS are recommended to clearly define the amount being claimed by the consumer.
 - ☐ OTHER AUTHORIZED EXPENSES: Consumer needs to enter the date (mm/dd/yyyy) of purchase; description of purchase and amount of each purchase in the Totals column. Original receipts are required for all "Other Authorized Expenses" claimed. Information on "What is or is not an appropriate receipt" follows the step-by-step instructions.
 1. If it is not mileage, public transit or meals--it is Other Authorized Expenses and receipts are required.
 2. Receipts for Other:
 - ◆ **Utilities, Internet service** Required documentation includes:
 1. **Invoice with detail of services received.**
 2. **And previous balance of \$0.00.**
 3. If the previous balance is not \$0.00, then consumer needs to provide documentation that demonstrates payment. This documentation could be in the form of a copy of the canceled check, bank statement, paid receipt from service provider, or the following month's statement showing payment or a zero Balance Forward.
 4. Receiving the copy of the face of the check is not a receipt — it does not show payment. A copy of a check that has been cashed will include the payment amount at the end of the string of numbers on the bottom of the check following the Bank Tracking Number.
 - ◆ A **Rent or security deposit** receipt needs to provide standard business receipt information, including signature of receiver, business name and Business Tax ID #. The RENT OR SECURITY DEPOSIT RECEIPT FORM (<http://dwd.wisconsin.gov/dwd/forms/DVR/doc/DVR-13814.doc>) has been developed for the consumer's use. Use of the form is optional, however, the information on the form is the information that would be needed in a receipt for rent payment from a landlord. The form should be completed and signed by the landlord or landlord's authorized representative.
 - ◆ The **Attendant/Child Care Provider Log** (<http://dwd.wisconsin.gov/dwd/forms/DVR/pdf/DVR-13178.pdf>) has been developed for consumer's use for any type of attendant, note taker, tutor, driver, child care services, etc provided to the consumer. Use of the form is optional, however, the information on the form is the minimum of the information that would be needed in a receipt for these services.
 - ☐ **TOTAL AMOUNT DUE:** add the daily totals of public transit and meals, total miles, and daily other authorized expenses.

8. Consumer signs and dates the ERL.
9. Consumer attaches appropriate receipts (for Other Authorized Expenses including parking and taxi) to the ERL.
10. Consumer mails the ERL to the Counselor in the envelope provided.

COUNSELOR OR DESIGNEE

11. Counselor or designee receives the ERL from the consumer.
12. Counselor or designee reviews the ERL for appropriateness of services claimed.
13. Review includes verification that services claimed were covered in the authorization letter.
14. Changes to the authorization letter or the ERL need to be initialed.
 - ◆ Do not obliterate any amount/item entered by the consumer.
 - ◆ If a change is needed--cross out the incorrect amount, enter the corrected amount and initial.
15. Counselor or designee checks accuracy and verifies that the amount to be paid is clearly identified.
16. Counselor or designee signs and dates the ERL indicating review and approval of the information submitted by the consumer.
17. Counselor or designee forwards the ERL to the CCP staff.

CCP STAFF

18. Review ERL for:
 - Accurate calculations.
 - That it is an original document - not a copy.
 - Signatures and dates - both consumer and DVR.
 - Correct Social Security # as recorded in RAPWeb.
 - That the original receipts are provided for items that require receipts.
 - That payment has not already been made for any or all of the services.
 - That the services are submitted with "actual" expenditures and are not claims for a future date. Future dates claimed on an ERL are NOT actual expenses and therefore can not be approved for reimbursement. Future dates are for anticipated expenses rather than "reasonable and actual expenses incurred".
19. CCP staff retains original form and receipts.
20. CCP or a scanning service will scan both sides of the Reimbursement ERL and receipts into IRIS.

What is or is not an appropriate receipt?

The information below covers receipts for all direct consumer payments submitted to CCP. Receipts are required for all items that fall under “Other Authorized Expenses” on the Reimbursement ERL and the Advance ERL, including parking and taxicabs. Receipts are not required for Miles, Public Transit or Meals.

What is an appropriate receipt?

- Does it clearly provide details of services/items purchased?
- Does it clearly demonstrate payment for services/items?
- Does it include the vendor's name/address?
- Is it an original receipt?
- If a copy of a receipt is being provided, consumer needs to provide an explanation as to why a copy is being submitted. An example of when a consumer may not want to submit the original receipt--when they have purchased a printer or some other item that the receipt would be needed for warranty purposes.
- To sum up -- an appropriate receipt is: An original receipt from a vendor/provider of goods or services that provides specific detail of services/items purchased and demonstrates payment for these items/services.
- The Attendant/Child Care Provider Log (<http://dwd.wisconsin.gov/dwd/forms/DVR/pdf/DVR-13178.pdf>) can be used for attendant care, child care, scribe services, etc.

The Rent or Security Deposit Receipt

(<http://dwd.wisconsin.gov/dwd/forms/DVR/doc/DVR-13814.doc>) can be used as a receipt for rent or security deposit payments.

What is **not** an appropriate receipt?

- The duplicate check copy from the checkbook or a copy of the check. These show that the consumer probably wrote out a check-but do not demonstrate the check was ever sent and/or received/cashed by the vendor.
- A charge slip that only provides an amount paid. This does not provide details of items purchased and therefore unable to verify that DVR is reimbursing only for items authorized.
- The payment return slip for a utility, telephone or other type of service. This does not provide the detail of the services-nor does it demonstrate payment history with a zero balance forward. Unable to verify that DVR is reimbursing only for the service(s) authorized.
- A hand-written and/or typed receipt prepared and signed by the consumer.

For internet purchases:

- Print the final page that provides detail of items purchased and also documents method of payment-generally will show last 4 digits of a credit card number in the payment information.
- The ‘shopping cart’ page is not a receipt as it does not confirm goods have been purchased nor that they have been paid for.
- Many sites provide account information that can provide details of purchases/payments after the fact.

ADVANCE PAYMENTS

An **ADVANCE** is money given up front, with documentation [the ERL and receipts, if required] submitted after the fact. **Advances should rarely be granted and should only be given in cases of hardship. As of 11/21/02, advances must be forwarded to the DVR WDA Director or the WDA Director's designee for review and approval. If approved, the WDA Director will forward the Advance ERL to the DWD DVR CCP mailbox.**

- **Mileage:** The initial advance for mileage should provide the consumer with money to get started--but then future payments for mileage should be in the form of a reimbursement on a Reimbursement ERL with documented and actual expenses. The initial advance will need to be documented with the Advance ERL after the first month.
- **If Mileage is 'regular and known': consider** using the Transportation Stipend rather than an Advance.

The Advance ERL can be found at: <http://dwd.wisconsin.gov/dwd/forms/DVR/doc/DVR-12987-E.doc>.

COUNSELOR/DESIGNEE

1. Complete the Advance ERL (DVR-12987-E) electronically.
2. After completion of the Word document from the Web Browser: File / Save As / Enter Rename Document as Consumer's Name To Directory of Your Choice (i.e., Desktop).
3. Open saved document from Desktop; File/Send To/Mail Recipient/ enter WDA Director/Designee name.
4. Enter "ADV Consumer Last Name, First name" in the Subject Line of the Email.
5. Send to the WDA Director/Designee.
6. Do not print the Advance ERL form at this time - it needs to be printed after the payment has been made by CCP. The Advance ERL form to be sent to the consumer will include a DP# and amount on the form.

WDA DIRECTOR or WDA DIRECTOR DESIGNEE

7. The WDA Director or Designee will review and if approved, will forward the form electronically to the DWD DVR CCP mailbox for payment.

CCP STAFF

8. Daily pull from the mailbox in 'First In/First Out' order.
9. Enter and approve an advance payment into RAPWeb. Indicate Advance Payment in the description of the payment.
10. Enter 'CCP_case number_initials' near top of ERL form.
11. Forward Advance ERL form electronically to the originator of the document based on the email tracking (the DVR staff that forwarded the original document to the WDA Director).
12. Include a note in the email that the advance payment has been processed and this Advance form should be sent to the consumer.
13. Attach the Advance ERL (DVR-12987-E) into IRIS.

COUNSELOR/DESIGNEE

14. Print the Advance ERL form received electronically from CCP, with the DP# and amount of payment. This form should be printed back-to-back.
15. Mail form to the Consumer with self-addressed envelope(s).

CONSUMER

16. Fill in Name, Address, SS#.
17. Log services received per instructions on the form.
18. Attach receipts, if required.
19. Sign and date the ERL in the Consumer Signature and Date Signed sections.
20. Return to the Counselor/Designee in the envelope provided.

COUNSELOR/DESIGNEE

21. Review and approve the Advance ERL by signature in the Counselor or Authorized Designee Approval box.
22. If consumer was advanced too much money, ensure that the consumer has included a check or money order for the excess. Staple the check to the Advance ERL.
23. If the consumer's expenses were greater than the amount of the advance, counselor/designee signature and date indicate that it is "okay to pay" the amount entered in the Total Amount Due box. If the additional amount claimed is not to be paid, counselor/designee need to cross out and enter -0- or whatever amount is to be paid. DVR staff person making the change, needs to initial the change.
24. Forward the completed Advance ERL (back-to-back) to DWD DVR CCP, PO Box 7904, Madison, WI, 53707-7904 or GEF #1, A100, Madison, WI.

CCP STAFF

25. Review ERL for:
 - Accurate calculations.
 - That it is an original document – not a copy.
 - Signatures – both consumer and DVR.
 - Correct Social Security # as recorded in RAPWeb.
 - That the services are submitted with "actual" expenditures and are not claims for future services.
 - That the original receipts are provided for items that require receipts.
26. Verify that the amount of the advance equals the amount of the expenses reported
 - If the consumer is owed money and the counselor/designee has approved the Advance ERL, process the additional payment to the consumer.
 - If the consumer received too much money and provided a check or money order, forward to ASD Finance for deposit with a copy of the RAPWeb payment screen.
27. Enter verification in RAPWeb based on Advance ERL and receipts.
28. Scan the Advance ERL into IRIS.

BUS PASS STIPEND

Bus transportation may be given in the form of a **stipend**. The Bus Stipend ERL/authorization form can be found at <http://dwd.wisconsin.gov/dwd/forms/DVR/doc/DVR-13447-E.doc>.

COUNSELOR/DESIGNEE

1. Complete the authorization letter. Bus Pass stipends can be granted for a maximum of 3 months or a school semester.
2. Enter the Counselor and Consumer Information.
3. Enter the **\$Dollar Amount** for 'Dates of Authorization(Month/YYYY or Start Date mm/dd/yyyy through End Date mm/dd/yyyy)' for **Purpose** (such as to/from school, job search...) in the description field on the ERL.
4. Consumer Name, Social Security Number and Address (optional--can be filled in by DVR or left blank for consumer to fill in).
5. Enter the Bus Pass Stipend for 'Dates of Authorization(Month/YYYY or Start Date mm/dd/yyyy through End Date mm/dd/yyyy)' for 'Services authorized (Purpose)' and the **\$Dollar Amount**.
6. Enter an IRIS case note documenting the authorization of this service.

Additional information for Bus Stipends to address Fiscal Year:

1. Weekly bus stipends can be issued through the first week of the Fiscal Year. For example,
 - In 2006, weekly bus stipends through July 8, 2006, can be coded to State Fiscal Year 06.
 - Weekly bus stipends through October 7, 2006, can be coded to Federal Fiscal Year 06.
 - Weekly bus stipends starting July 9, 2006, would be coded to State Fiscal 07.
 - Weekly bus stipends starting October 8, 2006, would be coded to Federal Fiscal Year 07.
2. Monthly bus stipends for July can be paid in June (State Fiscal Year):
 - These services can be paid and coded to the old State Fiscal Year, because the check needs to be in the hands of the consumer prior to July 1—to purchase their July bus pass.
 - Fiscally, there will be 12 months of bus passes from July through June for the State Fiscal Year.
3. Monthly bus stipends for October can be paid in September (Federal Fiscal Year):
 - These services can be paid and coded to the old Federal Fiscal Year, because the check needs to be in the hands of the consumer prior to October 1—to purchase their October bus pass.
 - Fiscally, there will be 12 months of bus passes from October through September for the Federal Fiscal Year.

CONSUMER

7. Fill in Name, Address, SS# (if not already filled in).
8. Sign and date the ERL in the Consumer Signature and Date Signed sections.

COUNSELOR/DESIGNEE

9. Approve the ERL by signature in the Counselor or Authorized Designee Approval box.
10. Forward the completed Bus Stipend ERL to DWD DVR CCP, PO Box 7904, Madison, WI, 53707-7904 or GEF #1, A100, Madison, WI.

CCP STAFF

11. Enter, approve and verify payment in RAPWeb.
12. Retain original form.
13. Scan the Bus Stipend ERL in IRIS.

TRANSPORTATION STIPEND

Transportation may be given up front in the form of a **stipend** for mileage for any 'regular and known' travel. An example of 'regular and known' travel could be mileage for a 10 day vocational evaluation at Goodwill. The Transportation Stipend form can be found at <http://dwd.wisconsin.gov/dwd/forms/DVR/doc/DVR-13861-E.doc>.

The Transportation Stipend **can not be used** for irregular travel, such as doctor's appointments, job search, job placement or any other services. Job search and job placement transportation require reporting of the names and addresses of the businesses visited. These types of transportation are to be pre-authorized and claimed using the Reimbursement ERL (<http://dwd.wisconsin.gov/dwd/forms/DVR/doc/DVR-12989-E.doc>).

COUNSELOR/DESIGNEE

1. Complete the Transportation Stipend form.
2. Transportation stipends can be granted for transportation to/from any 'regular and known' travel.
3. A Transportation Stipend can be granted for a maximum of 3 months.
4. Actual frequency of the Transportation stipend is to be based on counselor judgment. If consumer's handling of money/budgeting skills are limited based on the counselor's judgment, Transportation Stipend should be for a one month time period.
5. If granting a Transportation Stipend on a monthly basis, complete one form for each month of the 3 months. The consumer can sign each monthly form for an entire semester at the time of meeting with the counselor. The counselor and/or case assistant should retain the monthly forms in a tickler file by month and submit each form approximately the 15th day for payment in the following month (For example - to provide a Transportation Stipend for September, submit the September form to CCP on August 15th). CCP will process forms when received and will not hold forms in a tickler file.
6. Enter **Date Service Authorized**.
7. Enter **Counselor information**.
8. Enter **Organization Code** (required).
9. Enter **Consumer Information**.
10. Enter the **'Dates of Travel Authorized'** (Month/YYYY or Start Date mm/dd/yyyy through End Date mm/dd/yyyy).
11. Enter **'Travel From'** (Starting point of travel, such as Home).
12. Enter **'Travel To'** (Ending point of travel).
13. Enter **'Reason for Travel'** (Purpose, such as to/from work).
14. Enter **'Number of Days/Trips'**.
15. Enter **'Mileage—one-way or Total Distance for one-way mileage from Mapquest'** query. An example of a Mapquest query is at the bottom of these instructions. Assistance in determining mileage from starting point of travel to ending point of travel can be obtained from Mapquest through the following link:
<http://www.mapquest.com/directions/>.
 - If you would like to use Mapquest to assist in determining Total Distance for one-way mileage, double click on the Mapquest link in the Transportation Stipend form or use the link or web address above.
 - Enter **Start**, for example, the consumer's home address, including street, city and state.

- Enter **End**, if college & university, can click on the drop down box for “Places of Interest” and select “Colleges & Universities”, enter city and state, click on Get Directions at the bottom of the page.
 - Scroll down the new page to select from the list of all the colleges and universities for that city/state; select the location from the list.
 - Again, click on Get Directions at the bottom of the page.
 - The query will provide “Total Distance” for one-way mileage.
 - Enter this number in the “Mileage -- one-way or Total Distance from Mapquest” box.
16. ‘Round Trip Mileage per day/trip’ is a calculated field based on the one-way mileage entered multiplied by two.
 17. Total Mileage is a calculated field based on the Number of trips times the Round trip mileage.
 18. Total Mileage @ current rate is a calculated field based on the Total mileage calculated times the current mileage reimbursement rate.
 19. Enter an IRIS case note documenting the authorization of this service.

CONSUMER

20. Sign and date the TRANSPORTATION STIPEND FORM in the Consumer Signature and Date Signed sections.

COUNSELOR/DESIGNEE

21. Approve the TRANSPORTATION STIPEND FORM by signature in the Counselor or Authorized Designee Approval box.
22. Forward the completed TRANSPORTATION STIPEND FORM
 - Inter-departmental to DWD DVR CCP, GEF-1, A100, Madison; or,
 - Mail to DWD DVR CCP, PO Box 7904, Madison, WI, 53707-7904.

CCP STAFF

23. Review Transportation Stipend for:
 - Accurate calculations.
 - That it is an original document - not a copy.
 - Signatures and dates - both consumer and DVR.
 - Correct Social Security # as recorded in RAPWeb.
 - That payment has not already been made for any or all of the services.
24. Enter, approve and verify the direct payment document in RAPWeb.
25. Retain original form.
26. Scan the TRANSPORTATION STIPEND FORM into IRIS.

COUNSELOR/DESIGNEE

27. Verify and document (in an IRIS case note) the usage of the Transportation Stipend for the purpose authorized. This verification would be done with a grade report, vocational evaluation report from the evaluation agency or other report applicable to type of service.
28. Scan and attach the grade report or other report into an IRIS casenote.
29. The IRIS attachment and case noting must be completed prior to the granting of the next Transportation Stipend.

EXAMPLE OF MAPQUEST QUERY

START:

Address: 201 E Washington Ave
City: Madison State: WI Zip Code: 53702

END: (for Colleges & Universities, select from drop down button for Places of Interest)

College: Northeast WI Technical College
Address: 2740 W Mason St
City: Green Bay State: WI Zip Code: 54303-4999 US

Click on "Get Directions" at the bottom of the page. The new page will provide:

Total Distance: 135.36 miles (This is the number that you will enter into the "Mileage -- one-way" box)

ADDITIONAL INFORMATION RELATED TO TRANSPORTATION STIPENDS

- Please do not unprotect the form, as this creates potential for errors in the calculations of the amount to be given. The form is protected to ensure that the calculations work and are correct.

TRAINING GRANT

http://dwd.wisconsin.gov/dvr/ppg/procedures/trg_grant_procedures_060906.htm

In addition to Mike Greco's instructions, please use the following format when submitting training grant requests to the CCP Unit for processing:

Case Number: 00012345

Name: Joe Vision (Include in Subject Line of email)

Authorized Amount: **\$3,733.00** (amount has been adjusted due to unmet need and SSDI/SSI offset)

Description: DVR Training Grant for Fall semester 2006 – 2007
Or Quarter # (divide total training grant by 4)
Or Trimester # (divide total training grant by 3)

Activity Code: 0xx - **use one of the following three digit codes only:**

042 - College/University Training.

043 - Business/Vocational/Technical School.

048 - Other Training.

Org Code: 8xxx

Requestor: John Doe

Confirmation grades have been received: Grade report for Spring or Summer 2006 semester is scanned/attached to IRIS.

Special Instructions: (If this applies)

(Attach Training Grant Form - Excel format, **not PDF.**)
(Attach approved exception request if it applies.)

Cc: **Janis Lugo**
FAO

PLEASE NOTE: Per Mike Greco's directive—bullet point 8: "CCP will not process training grant payments unless the FAO and Janis Lugo have been copied on the email processing request." The training grant will be returned and not paid.